

CONDIZIONI DI GARANZIA
INTERNAZIONALE E LIBRETTO DI
MANUTENZIONE / Utente finale

Sistemi di pergola bioclimatici

Benvenuto nella famiglia Palmiye...

Questo/i prodotto/i che hai acquistato da Palmiye ti offrono la possibilità di creare una soluzione per la zona giorno all'aperto. Con la pergola bioclimatica, ora puoi beneficiare del tuo spazio esterno come desideri e goderti le stagioni.

La nostra serie Bioclimatic Pergola sono prodotti speciali con la loro struttura costruttiva progettata in base alle esigenze della tua zona, che consente un pannello in cella con pannelli in poliuretano e non poliuretano con molte caratteristiche speciali come motori e apparecchiature di illuminazione a comando remoto.

Chiudendo il nostro prodotto con pannelli di vetro pieghevoli, scorrevoli o mobili e/o fissi, puoi essere il proprietario di un prodotto più funzionale con i nostri eleganti e utili sistemi di ombrelloni in quanto puoi usarli come alternativa ai giardini d'inverno.

Auguriamo a te e ai tuoi cari giorni felici e piacevoli sotto il tetto di Palmiye.

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1. Introduzione

Ti chiediamo gentilmente di leggere attentamente questo manuale prima di utilizzare il tuo prodotto e di conservarlo per ulteriori riferimenti.

Consegna il prodotto acquistato controllandolo con il personale autorizzato dopo il montaggio. Nel caso in cui tu abbia bisogno di assistenza per manutenzione e riparazione; invia una richiesta contattando l'indirizzo e-mail techsupport@palmiye.eu.

Il personale che riceve la tua richiesta ti indiricherà per il rilevamento e l'intervento necessari.

Invia le tue richieste o reclami all'indirizzo e-mail export@palmiye.eu.

Come Palmiye, stiamo cercando di rafforzare la nostra comprensione della qualità, che è iniziata con la nostra selezione di materie prime, con le nostre moderne tecniche di produzione, funzionalità e approcci di progettazione visiva. Siamo consapevoli che la "qualità" non è un mero fenomeno di produzione, e quindi il successo non può essere raggiunto senza diventare una "sensazione" comune condivisa da tutti i nostri dipendenti. Il nostro sforzo di offrire prodotti che i nostri clienti possono utilizzare per molti anni ci ha reso il leader di mercato e il più grande esportatore in Turchia.

Palmiye è leader del settore nell'adozione e nell'attuazione degli standard ISO 9001:2015. Come risultato del meticoloso lavoro svolto con il nostro dipartimento R&S, tutti i nostri prodotti sono stati premiati con certificati di qualità CE.

2. SICUREZZA, RESPONSABILITÀ E AVVERTENZE

I prodotti devono essere intervenuti solo da persone autorizzate. Le persone che non sono competenti e qualificate non dovrebbero intervenire.

Prima di effettuare qualsiasi intervento sui prodotti, assicurati che i collegamenti elettrici siano scollegati. Mentre c'è una connessione elettrica attiva e il prodotto è in funzione, non mettere mai alcun oggetto o la mano nelle parti mobili - motore e meccanismo. Non interferire con il prodotto in modo tale che sia esposto alla compressione.

Gli assemblaggi eseguiti da terzi diversi dal personale tecnico di Palmiye non sono garantiti da PALMIYE.

The installation area of the product is the place where the place is agreed upon with the images and/or via the contract, and it cannot be applied anywhere outside this area. Failure to comply with the detailed information and instructions in all the documents such as Warranty document, Installation manual etc. that can be obtained from PALMIYE terminates all the guarantees, commitments and liabilities of PALMIYE.

In the event that the owner of the area where the product is installed, changes, the commitment of Palmiye regarding the warranty and warranty conditions is valid only in favour of the party of the contract. However, for any reason, the transfer of the workplace/enterprise/real estate where the products are installed (including sales by compulsory enforcement, bankruptcy etc.) terminates all kinds of guarantees, commitments and liabilities of Palmiye regarding the products and the contractual work/production.

After the installation of the product, external accessories and materials should not be attached into the product. In addition, the product will be out of the scope of warranty in case of modifications such as various cutting, drilling, painting processes performed after the product is assembled. For special application requests, please contact your customer representative before installation.

Keep our product and its parts out of the reach of children. This product contains parts that are harmful for children. The product and none of its parts are toys; they should not be used by children.

Do not climb and walk on the eaves trough, panel, and, if any, fixed parts of the product.

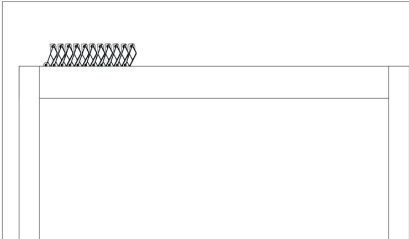
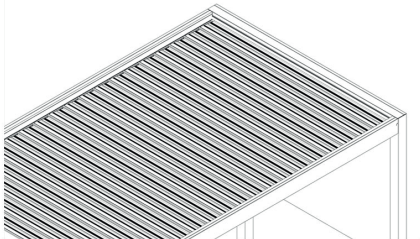
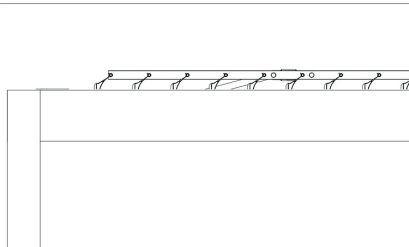
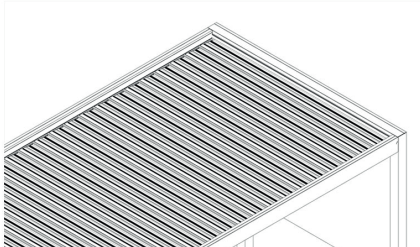
Since our Bioclimatic Pergola Systems work with electrical components, they carry the risk of being partially or completely open in case of ordinary malfunctions such as power outages or system malfunctions. Thus, Palmiye is not responsible for any damages occurred on the decoration products located under the product.

The responsibility of insulation at all anchorage points of the products belongs to the BUYER, and PALMIYE is not responsible in any way for water, moisture and similar drainages occurred into the rooms and different places under the place where the product is installed.

In addition to static loads, natural dynamic loads such as snow, rain and wind, no object or weight should be hung/placed on the product.

3. PRODUCT OVERVIEW

3.1. Definitions

Open status of the product	Closed status of the product
<div>Prestige</div> <div></div> <div>Figure 1</div>	<div></div> <div>Figure 2</div>
<div>Plus / Compact</div> <div></div> <div>Figure 3</div>	<div></div> <div>Figure 4</div>

3.2. Profili in alluminio e acciaio

Dettagli come segni di cucitura metallica, segni di giunzione di saldatura, bulloni, dadi e viti sui profili (acciaio, alluminio) utilizzati nei prodotti possono essere visti sulla superficie. Gli intervalli di dettaglio della combinazione possono variare a seconda del prodotto/progetto. L'assenza di questo dettaglio nelle immagini del progetto non indica che il prodotto sia difettoso.

È sufficiente pulire leggermente il prodotto con un panno pulito e umido. Non devono essere utilizzati detergenti chimici e abrasivi. Prestare attenzione a non toccare i moduli contenenti parti di illuminazione durante la pulizia, scollegare sempre il prodotto dalla rete elettrica. L'umidità e la vaporizzazione sulle superfici in alluminio sono un effetto naturale creato su tutti i materiali dai cambiamenti di temperatura caldo-freddo.

It is seen in the form of small drops of water and steam exits on objects, especially during transition from low temperature to high temperature. It disappears spontaneously upon the ventilation of the environment and the balancing of the temperature. However, moisture and vaporization problems occurred in “indoor spaces” that are not adequately ventilated may cause complaints such as dripping and presence of permanent stains on the panel. These situations caused by lack of ventilation are not considered within the scope of warranty.

Since you may encounter such problems more often in the “Not Collapsible” areas of application of the bioclimatic pergola and its attachments, which is called as the “Fixed Area”, please pay attention to regular ventilation.

In order to minimize condensation in enclosed bioclimatic pergola systems, the procurement and installation of the necessary machinery and equipment for air conditioning, regulation of the humidity, and air drying belongs to the BUYER.

3.3. Plastics

All the plastic parts and gaskets used in our products are specially produced for outdoor conditions.

Plastics used in our products may show some colour/tone changes in time due to the UV effect. This is not a structural defect, but it is caused by the natural conditions of the product and its environment.

3.4. Polyurethane foam

Polyurethane foam that can be applied in Prestige and Plus products provides panel insulation. Efficiency of the polyurethane foam may vary depending on project dimensions, project location, and weather conditions at the project site. 100% thermal isolation is not guaranteed in isolated foam applications.

3.5. Motor

In our products, it is possible to control them with Somfy RTS motors and Bibus Linear Actuators with the same remote control in RTS protocol, it can also be controlled by using appropriate RTS sensors and appropriate automation systems. It is suitable for use with a power supply that is suitable for 120VAC/60Hz and 230VAC/50Hz usage conditions.

3.5.1. What is RTS, How does it work?

Radio Technology motors use Radio Frequency Wireless communication protocol. Thus, Somfy and Bibus products work in harmony with each other by this communication protocol. RTS signals at 433.42 MHz provides you the highest level of security and thus, code confusion problems are minimized. In all the Somfy motors, the upper and lower limits are programmed on the memory card. This program can be changed and deleted later if desired.

3.5.2. What is a Thermal Protection System for the Motor?

Somfy motors have a thermal sensor that prolongs their lifetime. If a motor is continuously operated for 3-4 minutes, it switches to the "Protection Mode" and stops all its functions. At the end of this situation, which will last for about 15-20 minutes, the thermal fuse of the motor will become passive and will start to work again. In such situations, please wait for the specified time to pass.

3.5.3. How Far Can I Control?

All the Somfy motors can be used without any problems up to 20 m in case of a layer in between, and 150 m in open area. (This distance may be reduced in the areas with frequency pollution).

3.5.4. Radio Frequency Disturbances

As in all the RTS devices, you may experience a control problem due to frequency pollution, although this is a very small possibility. Disturbances can occur with devices such as mobile phones, cordless home phones, LED and Plasma TVs, Microwave ovens, lamps, computers, short wave radios, and AM and FM radios. In such cases, turn off the motor. If the problem persists, please contact our Technical Service.

3.6. Automation Devices

In order for the existing automation systems installed on site to be connected to PALMIYE systems, they must be able to have a dry contact from the automation system. For the connection details of two products, please contact the PALMIYE authorized technical service.

3.7. Sensors

The wind sensor, wind and sun sensor, which are supplied as optional upon the customer demand, are not a 100% protective accessory against the damages caused by weather conditions; they are the products only used for comfort purposes.

3.8. Remote Control

Before using the remote control of the product, please read the Somfy Remote user manual delivered together with the remote control. Please, in case of problems related to the product control; before calling our Technical Service, follow the instructions for changing the battery.



Changing the batteries

Unscrew the Rear Cover of the remote control by using a Small Screwdriver. The battery is then pushed down through the Battery channel as shown in the figure and removed. Do not throw the removed batteries into the waste bin for recycling. (Figure-5)



Figure-5

Protect all the remote controls except Patio series from all kinds of liquid, moisture, steam, sun, and external factors.

3.9. Electric & Electronic

All our electrical equipment are suitable for use with a power supply that is suitable for 120-230 VAC/50-60Hz usage conditions.

Each motor and/or panel must have its own cabling installation. Damages arising from the installation/cabling that supply electricity to the product are not covered by the warranty.

The BUYER is obliged to bring the electrical cabling installation to the product by complying with the local regulations without damaging the structure of the product.

PALMIYE recommends to use current stabilizing regulators in the supply circuit. It is essential that grounding is provided in the network where electricity is supplied to our products. The product should not be operated before the grounding conditions are completed. Damages/complaints (structural failures of the motor, limiting failures, lighting damages, etc.) caused by the failure/de-activation of grounding after the product is installed and/or sudden voltage fluctuations at the places that are directly powered by the mains are not covered by the warranty.

3.9.1. Lighting

The lighting system has been put into use by reducing the 120-230VAC/50-60Hz energy input to 24V at the output. It can be used with or without a remote control that is used for the bioclimatic pergola. It is operated in harmony with RTS. It has Dim and RGB features.

Dim feature does not reduce energy consumption, it only decreases the light intensity.

There is also a program where 7 different colours of light are provided with the RGB light and transition between these lights is also possible. While a standard light has 3000K warm white light, RGB does not have such a warm white light. Light colors in RGB are white, red, purple, blue, turquoise, green and yellow and they are used for decorative purposes. Thus, no light intensity can be given.

LED lights and surrounding objects that do not emit heat/light should be at such a distance that will not damage the product surface. Damages that may occur due to the non-compliance with these distance restrictions are not covered by the warranty. Do not touch the LED lights with bare hands.

3.10. Paint

The paints used for our metal construction products are polyester resin electrostatic paints that are highly resistant to outdoor conditions, negative effects of sunlight, corrosion, and chemical formations. All the colouring materials used are such products that do not harm human and environmental health in international standards.

Due to the high acidic effect on metal surfaces, environmental conditions (port, seaside, pool, etc.) in salty and chemical vapour moisture drops accelerate the wearing time of metal and metal coatings when compared to the normal environment. It may change colour depending on the outdoor conditions.

Fasteners are preferred from corrosion-resistant materials.

3.11. Insulation

Depending on the area where our products are installed, isolation processes are carried out. As with every constructive structure, our product also moves at a certain rate under natural conditions. Our insulation materials suspend this mobility with their flexible structures and prevent undesired effects. However, the elasticity life time of these materials is 2 years. After 2 years of installation, our customers should receive maintenance service.

You can contact our authorized dealers for maintenance. Processes carried out by unauthorized people and defects arising from the materials used are not considered within the scope of warranty.

The insulation under guarantee is related to product façade combination-product module and panel joints and the product framework that are produced by PALMiYE.

The wear of the insulation of Product Façade combination varies according to the facade surface. Surface-induced deformations, glass, composite and mechanical façades consisting of additional junction points, water entering from the point unrelated to the product and leaking from the product cannot be evaluated in the product insulation guarantee. Insulations of façade are under the responsibility of the BUYER.

3.12. Seasonal Properties

3.12.1. Wind

Your product has been manufactured to withstand varying wind loads depending on factors such as its design, its open/closed surrounding, and location. We recommend you close your panels in continuous/stormy weather. According to the project, the wind resistance of the products is different. (Our standard products are resistant to min. 50km - max. 117km wind speed. Please consult our technical staff for project-specific wind resistance.)

Product damage may occur due to the instant overloads in the products with an open or closed surrounding. Check your product after the storm and contact our technical service if necessary. In case of damages that may occur due to wind/snow, the current wind force should be documented by the user.

3.12.2. Rain

Our bioclimatic Pergola systems can protect you from rain depending on the model and the feature of the ceiling cover used. Our optional eaves trough and drainage system does not allow rain to accumulate on the panels and eaves trough. Ensure that the water drainage path is open in rainy weather. It is extremely important that foreign objects that have escaped/jammed into eaves trough and panel seals are cleaned. Please contact our technical service for any problems related to water flow.

3.12.3. Profit

Our products can be used in snowy weather and can carry limited snow load depending on the project design and location. (Our standard products are resistant to min.63 kg/m²-max.336kg/m² snow load. Please consult our technical staff for project-specific snow resistance.)

Also, if there is any snow accumulation on the product, do not move the product. Otherwise, serious mechanical and electronic damage may occur. In heavy snowfall, if the snow load is above the standard values, the panels should be cleaned. Panels should not be exposed to continuous load bearing. The deformation developed on the panel profiles of systems that are exposed to snow load is not considered within the scope of warranty.

4. STORAGE, HANDLING, TRANSPORTATION AND CRANE

The damage-free product/products are recorded with pictures taken by PALMİYE before they are loaded from the factory.

Before the product/products are received by the BUYER after shipping, the inside of the material and the pallet should be checked in terms of damages and if there is any damage, it should be specified on the CMR document, and a damage assessment report should be taken with images. Records without reports will not be accepted.

After the product/products are received by the Buyer, PALMİYE is not responsible for the damages that may occur during shipment within the warehouse area or during a second internal shipment.

Some of the elements forming our products are suitable for "single use". If the product needs to be relocated after the assembly is completed, please contact PALMİYE. You will be notified regarding the list and prices of the parts that will be necessary to be changed regarding your relocation request. If our products are disassembled or transported and/or assembled by unauthorized persons, our products are out of warranty.

Products that are disassembled/assembled and/or relocated in the same area after installation are out of the warranty scope.

5. WARRANTY PERIODS

All the products and parts sold and assembled by PALMİYE are under warranty against all kinds of production defects within the periods and product groups stated below.

The warranty period starts as of the end date of production.

The materials that form our products in line with international standards have different warranty periods. Except for the special cases specified in this manual, your product is under our warranty according to the material groups specified in the relevant sections below.

For special cases, please see the conditions specified under the main headings in the manual.

5.1. Paint (Aluminum/Steel parts and profiles)

- Our warranty period for paints regarding our non-seaside products is 5 years for Class 1 paints and 10 years for Class 2 paints.

- Due to the high acidic effect on metal surfaces, environmental conditions (port, seaside, pool, etc.) in salty and chemical vapour moisture drops accelerate the wearing time of metal and metal coatings when compared to the normal environment. Our warranty period for paints regarding our products assembled at such areas is 2 years for Class 1 paints and 5 years for Class 2 paints.

5.2. Electronic

- Somfy controls are covered by a 2-year warranty.
- Somfy motors are covered by a 5-year warranty.
- Bibus linear actuators are under warranty for 2 years.
- LED, cable, and lighting panel are covered by a 2-year warranty.

5.3. Other

- Stainless brackets are covered by a 5-year warranty.
- All the plastic and rubber parts are under guarantee for 2 years against problems such as structural deformation, breakage, deterioration without any external intervention.
- Static calculations are made in the projects caused by design errors, and a warranty assessment is made after the problem is identified. If production out of the product standards is requested, it will not be considered within the scope of warranty.
- Deflection assessment is not included in the scope of warranty in Static calculations that are made during the determination of the Project Standards. Deflections that may occur in the products are normal (varies according to the profile type, material and project planning. You can get help from the project-based technical team for details.) Deflecting profiles are not covered by the warranty.
- If the main product and all of its combinations are purchased from PALMiYE, if there is no external intervention-addition to the product, the mechanical operation of the product caused by deflection is under warranty.

6. GUARANTEE TERMS

6.1. Circumstances Outside the Coverage of the Warranty

6.1.1. Assembly

- In case of repairs and installation are not done by PALMiYE personnel, Contracted organizations and Authorized dealers, the products are not covered by the warranty.
- Corrosion that may arise from fixing at the connection points due to the installation of the product is not covered under warranty.

6.1.2. Add-Ons

- The operating function and isolation of the product will be considered out of the warranty period if additional objects (socket, ventilator, heater, speaker, cable channel, air conditioner, hook, etc.) are assembled on the post, record, panel parts of the system without the written approval of PALMIYE. For special application requests, please contact your customer representative before installation.

6.1.3. Steel and Special applications

- Paint warranty for the steel profiles is against the corrosion on the outer surface of the profiles. The corrosion on the inner surface of the profiles is not included in the warranty scope.
- Each product that does not comply with Palmiye Quality criteria and/or will be produced statically out of the technical standards of Palmiye is out of the scope of warranty unless a special warranty is given by PALMIYE on a project basis.

6.1.4. External Causes

- Damages that may arise from misuse, failure to comply with the explanations about the product equipment specified in this manual,
- External impacts on our products
- Fire, earthquake and flood etc. "Natural disaster" situations,
- Damages caused by cutting, puncturing or damaging of all the parts by using a cutting tool or by the objects falling on the product,
- Damages arising from the materials that will fall on the product (cigarette litters, aize, stone, metal, etc.) or to be spilled,
- If our product and its parts are exposed to direct fire and high temperature,
- Damages caused by unusual changes and malfunctions arising from the electricity and water supply installation,
- Damages on the surfaces of products that are wiped with rough cleaning tools (wire mesh, sponge, etc.),
- Damages caused by the contact of the products with acidic and abrasive dust-containing cleaners (bleach, alcohol, naphtha, thinner, acetone, ammonia cleaners, hydrochloric acid, etc.),
- Damage to the wooden or metal parts of the products, which will be done with solvent materials such as paint, parquet polish, varnish,
- Damages caused by leaving wet laundry, damp cloth and by the materials (bucket, basin, etc.) used during cleaning on wooden or metal materials,

- Damages, such as burning, fading out, surface deformation, etc., that occur as a result of the contact of the products with the materials that have a high temperature and may deteriorate the surface,
- Damages caused by the use of products in the environments with insufficient ventilation and high humidity.
- Complaints that may arise in case the control keys are pressed continuously and out of purpose,
- Damages that will occur in the event of connecting any other material to the electrical system of the product and/or to any of its components,
- Product lighting and panel system malfunctions in the use of LEDs with more than the specified capacity in the lighting system are not included in the scope of warranty
- Damages such as jamming, crushing, breakage in the products caused by the external effects that prevent the mechanism from moving are not considered within the scope of warranty. In such cases, please contact our technical service without interfering with the product.
- Rain water coming from the facade of the building to which the product is connected cannot be included in the drainage system of the product, and any malfunctions occurred in the product caused by the problems arising from this situation are not considered within the scope of warranty.
- The responsibility of the water drainage regarding the product belongs to the customer. Water discharge problems that will be experienced in the cases where there is not enough water drainage are not covered by the scope of warranty.
- Damages that will occur in case the product is operated in snowy weather will not be considered within the scope of warranty. The snow carrying capacity of the product does not mean that no damages will occur if it is used in snowy weather.

6.1.5. Storage

- Our products are packaged for shipping purposes. It is not in the form of suitable packaging for long-term storage. There is a risk of deformation caused by direct exposure to the sun and rain and hot/cold weather changes in the open area. As of the completion date of production, for a period of more than 3 months, superficial or other damages arising from a long stay in the warehouse or construction site after the delivery of the customer due to the failure of the product to be assembled caused by customer are not covered by the scope of warranty.
- For longer durability, products should be removed from the pallets and plastic packages (bare) and stored in a closed environment without moisture. When stacking, attention should be paid to the center of gravity of the material.

6.1.6. Other

- In case of Motor Panel and Electronic Card Malfunctions, the defective part will be examined. One of the options such as on-site inspection/sending to a different location or sending to the manufacturer will be applied. In case the problem is caused by the manufacturer, the return/replacement process is in progress. As a result of the examination, a paid service will be provided if the problem is caused by the BUYER.
- Wood pattern can only be applied to the profiles produced via extrusion method. Pattern defects that may occur from the external materials are not covered by the scope of warranty.

6.2. Warranty conditions and periods for previously replaced parts

- The warranty of the replaced parts during the warranty period is valid for the warranty period starting with the first product sale date. Warranty of the parts that are replaced within the warranty period cannot be less than 1 year.
- The warranty period of the parts that are replaced for a fee, out of the warranty conditions and period given by PALMIYE, is 1 year.

7. MAINTENANCE PROCEDURE

Cleaning should be done by using warm water and a soft-tipped brush after the dust on the profile is removed. Do not use chemicals containing abrasives such as solvents, ammonia and hydrocarbons.

The eave troughs of our Bioclimatic Pergola Systems should be checked frequently and cleaned if there are any objects present that may prevent drainage. Responsibility for cleaning belongs to the BUYER. If the water drainage points of the eaves trough and drains are not cleaned regularly, deformation and problems caused by overflow, leakage and sludge in the eaves trough are not considered within the scope of warranty.

Regarding the after-sales replacements, previous motor and tensioning systems may not be used at the expected performance due to the differences in weight and technical features in new-series materials produced as a result of the R&D studies. Thus, replacement of the motor and tensioning mechanism may be required, since this cannot be detected in the preliminary explorations, if the change is detected at the stage when the application is completed, the replacement of the motor and the tensioning mechanism is priced exclusively.

As with all the moving mechanisms, the mechanical parts of our product also need maintenance once a year. The possibility of experiencing problems such as jamming, noise, and general adjustment increases in the products to which maintenance is not performed.

8. SERVICE PROCEDURE

Please send an e-mail regarding any service requests to techsupport@palmiye.eu. Our technical service personnel will ask you for the necessary data (by phone/video call if deemed necessary) and will evaluate the issue and direct you.

8.1. Service Under the Scope of Warranty;

- Under the scope of warranty, Palmiye provides spare parts supply and labour free of charge. The shipping cost of the part/parts are paid by the BUYER.
If a site visit is required for detection or correction, you will be notified regarding a suitable date according to the calendar. All expenses of this site visit except daily labour costs (Flight tickets, accommodation, food and beverage etc.) will be met by the BUYER.
If a Crane is required to be used for horizontal and vertical transportations in the project area related to the work, it will be covered by the BUYER.

8.2. Service Outside the Coverage of the Warranty:

- Malfunctions and unsuitable environmental conditions detected after technical service regarding issues that are not covered by the scope of warranty are reported to the product owner, and the customer is requested to replace the defective parts or to make the area suitable.
- If a site visit is required for detection or correction, you will be notified regarding a suitable date according to the calendar. All expenses of this site visit (Daily labour cost, flight tickets, accommodation, food and beverage etc.) will be met by the BUYER.
- PALMIYE will inform the customer of the price separately if the repair not covered by the scope of warranty requires parts and will try to perform the repair after the approval of the offer by the product owner; however, in case of an extension in the work or production of parts or importation from abroad, Palmiye will add a reasonable additional time to the repair period.

9. Frequently Asked Questions


F.A.Q.	Reason	Solution
Product is not working	There is no power in the motor	Check that the current panel switch incoming to the motor is in open position.
		Turn off the power and try to turn it on again after waiting for 15-20 minutes.
		Please call our technical support.
The product does not open and close correctly	The product does not close symmetrically	There may be a miter error in the installation of the product.
		There may be a malfunction in the powertrain module.
		Please call our technical support.
	The product does not close completely	Limit position of the fabric may be changed. Please call our technical support.
The lamps do not light up	All the lamps do not light up	Check that the switch of the lighting system is on. Please call our technical support.
	There are partially unlit lamps	There may be a rupture in the cabling installation. The LEDs that are not lit may have blown. Please call our technical support.
The product keeps closing to a point	Both ends of the product move separately.	The belt may be broken. There may be a malfunction in the powertrain module. Please call our technical support.
The product keeps closing to a point	The product keeps opening/closing to a point	Please call our technical service.
Control is not working	Lights do not lit	Change the batteries of your remote control according to the instructions given in the user manual.
The product is leaking water	Product seals are leaking water from the sides	Check that there is no object stuck between the gaskets while the product is closing. (Leaves, tree branches, etc.)
	Product isolation is leaking water	Check the cleanliness of drainage and eaves trough.



Project cost no:	
Production completion date:	
Installation completion date:	
Delivered by:	
Received by:	



     /palmiyeglobal

 techsupport@palmiye.eu

 www.palmiye.eu